



**The O'Brien Institute for Public Health &
the Department of Community Health Sciences present:**

The wait is part of the treatment

Speaker: Diane Bischak

**Friday, May 11, 2018 - 12:00 to 12:50 p.m.
G500 - Health Sciences Centre, 3330 Hospital Dr NW**

Patients often undergo an undesirable wait of hours, days, weeks or months before seeing a healthcare professional. These waits can have far-reaching negative effects on patients and on healthcare system performance. Healthcare operations management (OM) is a field of research that focuses on mathematical techniques to address inefficiencies in healthcare delivery that may cause unnecessary waiting. ACCESD Healthcare, a new consortium of University of Calgary healthcare OM researchers, offers partnering opportunities to your clinical or research team to help make healthcare more accessible.

Diane Bischak is a Professor in the Operations and Supply Chain Management (OSCM) area of the Haskayne School of Business at the University of Calgary. She applies simulation and other mathematical tools to improve the operational aspects of health services, working closely with physicians and other health care professionals to develop solutions that use limited health resources more effectively and efficiently. She is Co-Director with Marco Bijvank of ACCESD Healthcare (A Collaborative Consortium for Excellence of Service Delivery in Healthcare).

Objectives:

1. To identify some of the less-obvious ways in which waits can have a negative impact on patients and on the performance of the healthcare system.
2. To understand how tools and techniques from the research field of healthcare operations management (healthcare OM) can help improve access to care.
3. To learn about examples of applications of healthcare OM techniques and recognize how they could be employed to reduce waits for your patients.

This event is a self-approved group learning activity (Section 1) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada. This seminar is also available via an online AdobeConnect session: To attend the seminar from another location via your computer, click on this link:

<https://connectmeeting.ucalgary.ca/oiph-may11-18/>

Enter as a guest. You may join the session at any time. It is advisable to test your audio before the seminar starts. The AdobeConnect session will be archived and accessible for later viewing at:

<https://www.obrieniph.ucalgary.ca/events/chsobrien-institute-seminar-series>